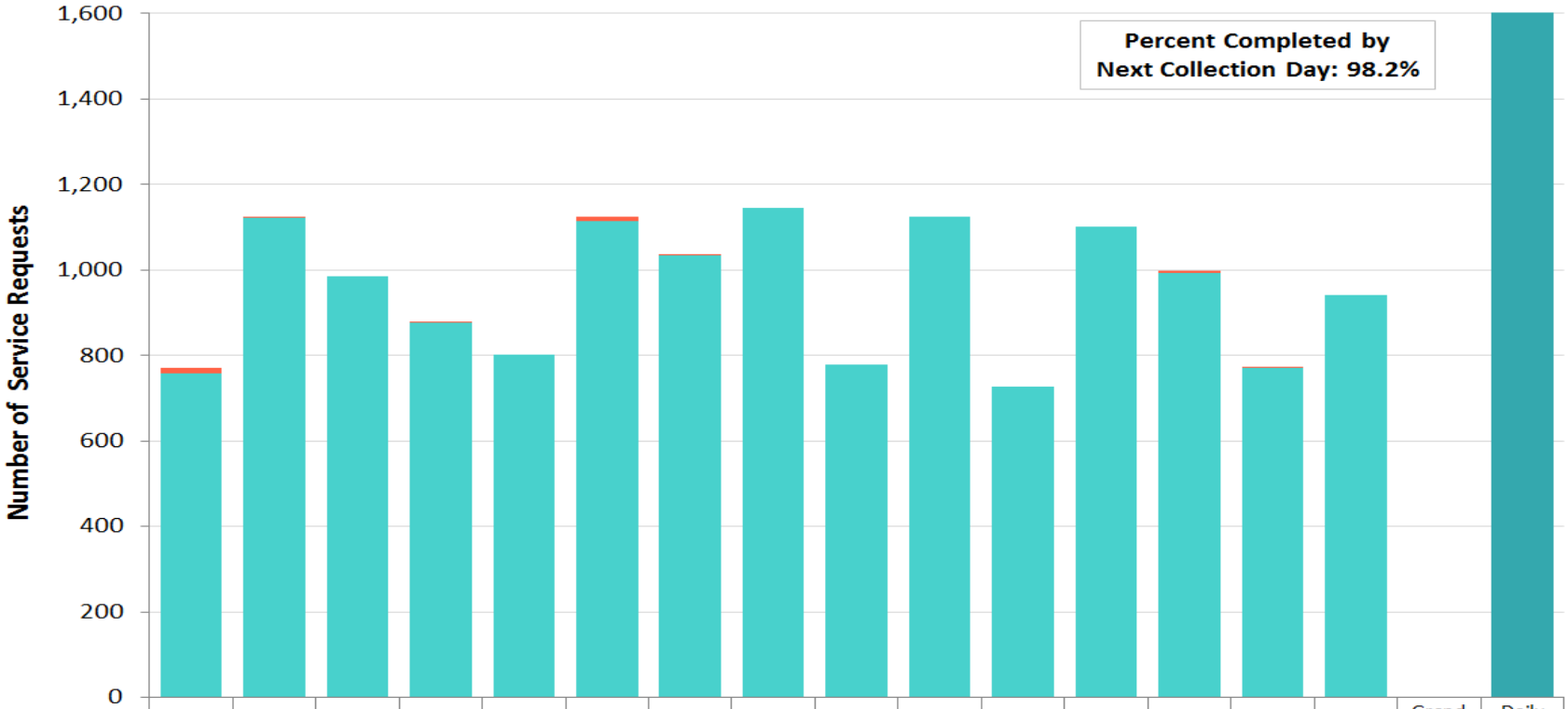
environment LA SANITATION CITY OF LOS ANGELES

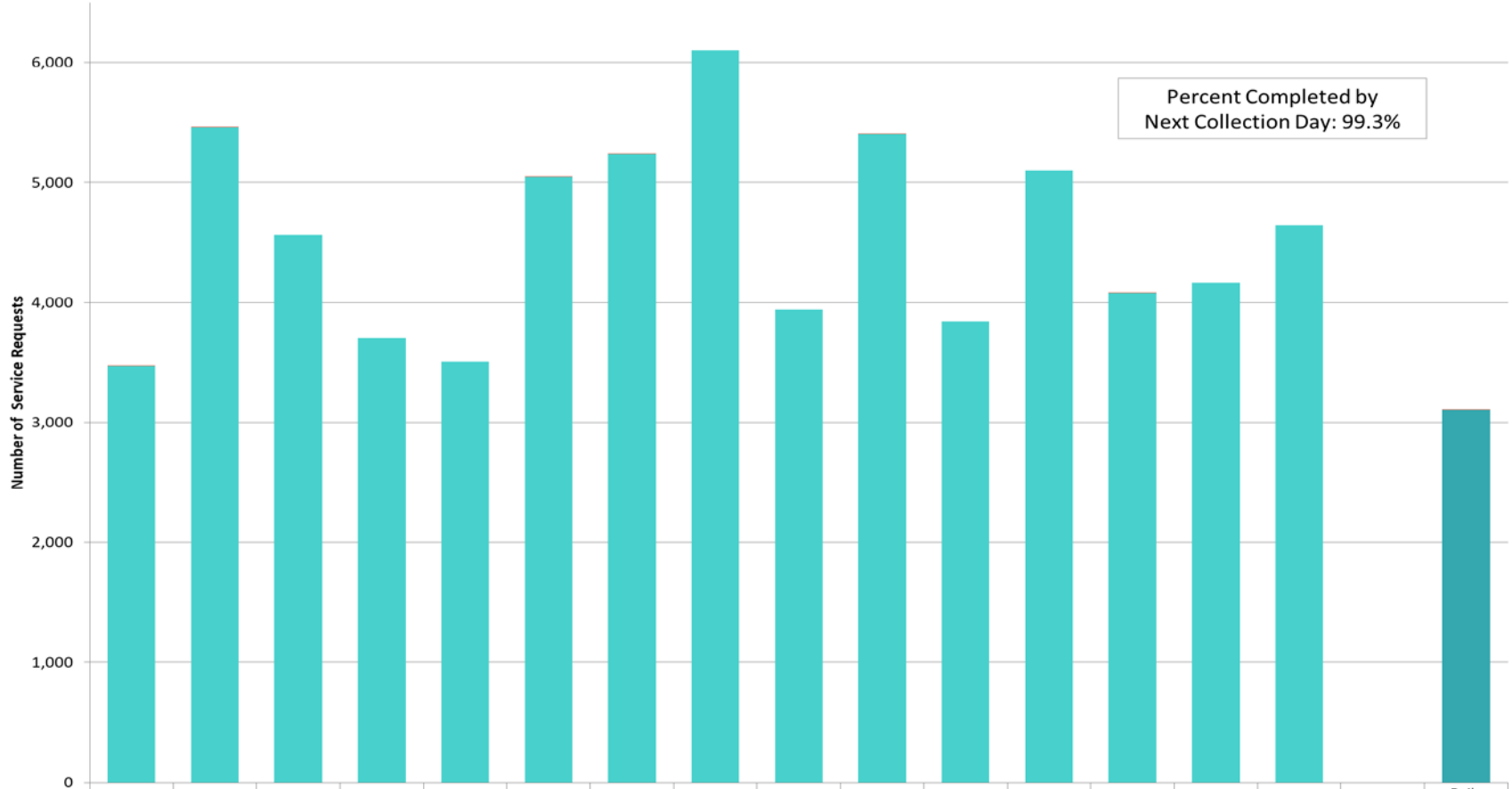
Weekly Snapshot May 12, 2019 - May 18, 2019:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	770	1,124	984	878	803	1,124	1,036	1,146	779	1,126	728	1,102	997	774	941	14,312	2,862
Pending/Open	11	3	0	1	0	9	1	0	0	0	0	0	5	2	0	32	6
Closed	759	1,121	984	877	803	1,115	1,035	1,146	779	1,126	728	1,102	992	772	941	14,280	2,856

environment LA SANITATION CITY OF LOS ANGELES

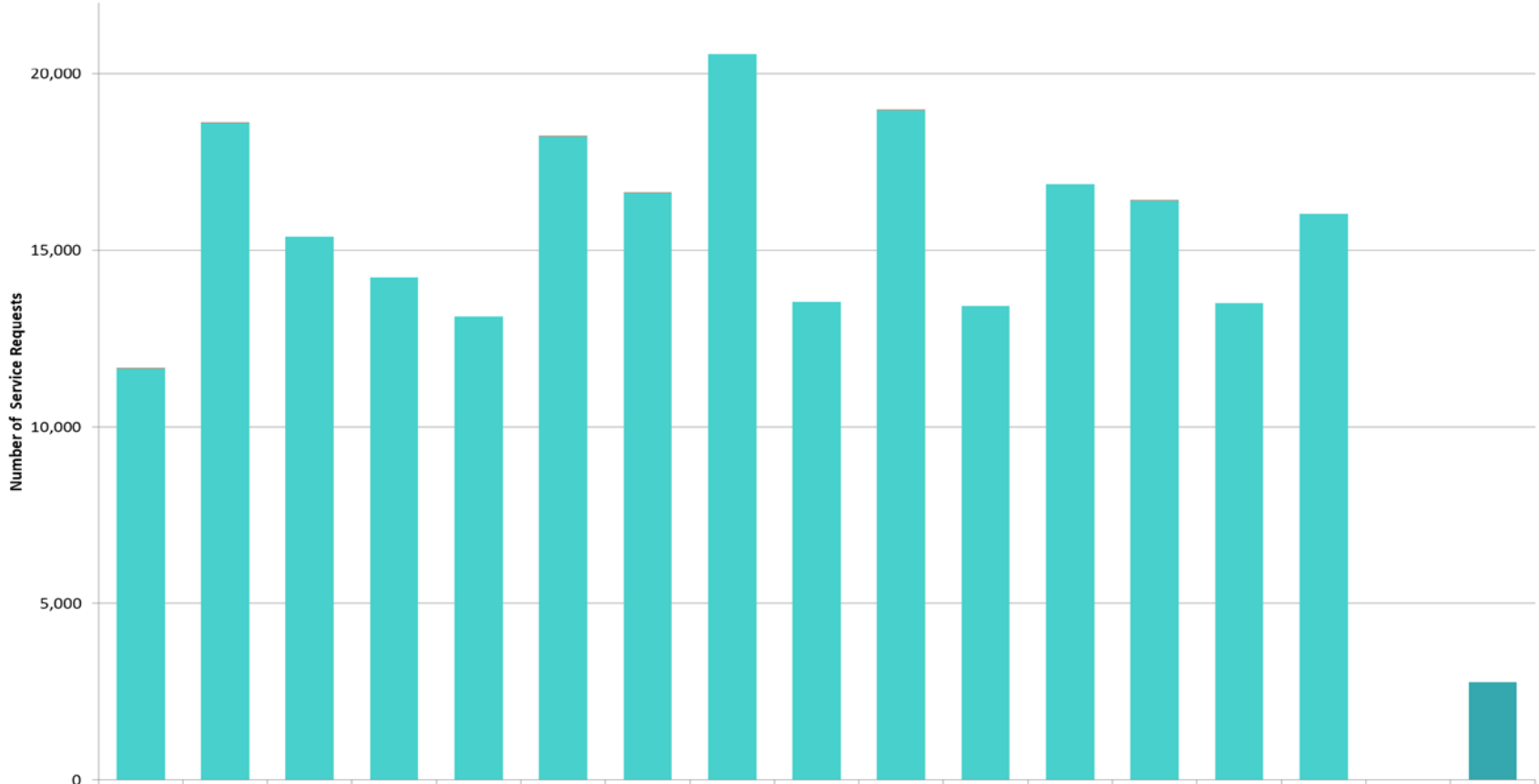
Bulky Item Collection Service Requests by Council District
April 2019 - Updated Monthly



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	3,468	5,468	4,564	3,707	3,507	5,050	5,238	6,102	3,940	5,405	3,841	5,103	4,081	4,161	4,643	68,278	3,104
Pending/Open	1	4	0	0	0	6	3	0	0	1	0	0	1	0	0	16	1
Closed	3,467	5,464	4,564	3,707	3,507	5,044	5,235	6,102	3,940	5,404	3,841	5,103	4,080	4,161	4,643	68,262	3,103

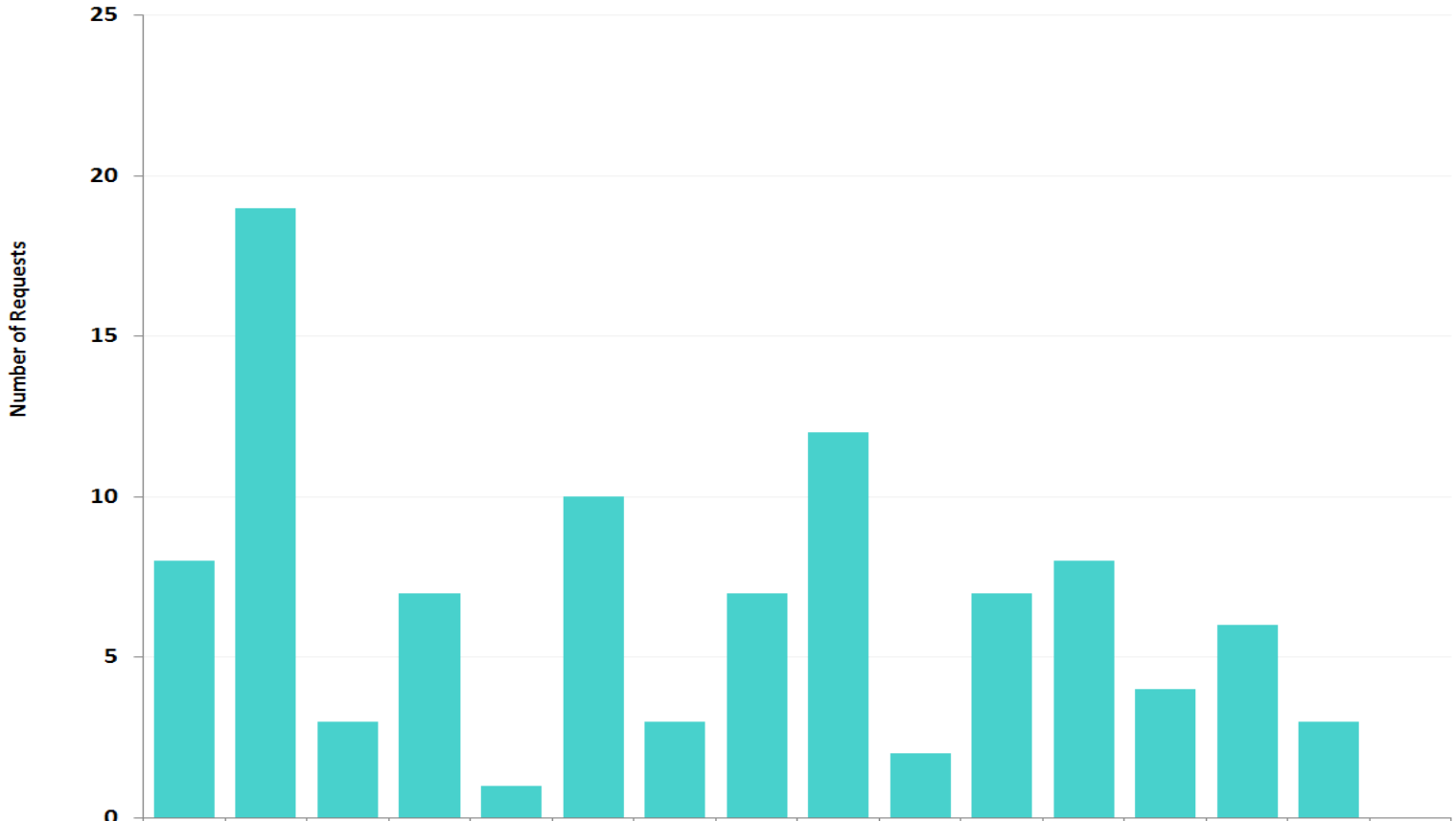
environment LA SANITATION CITY OF LOS ANGELES

Bulky Item Collection Service Requests by Council District
January 2019 - April 2019



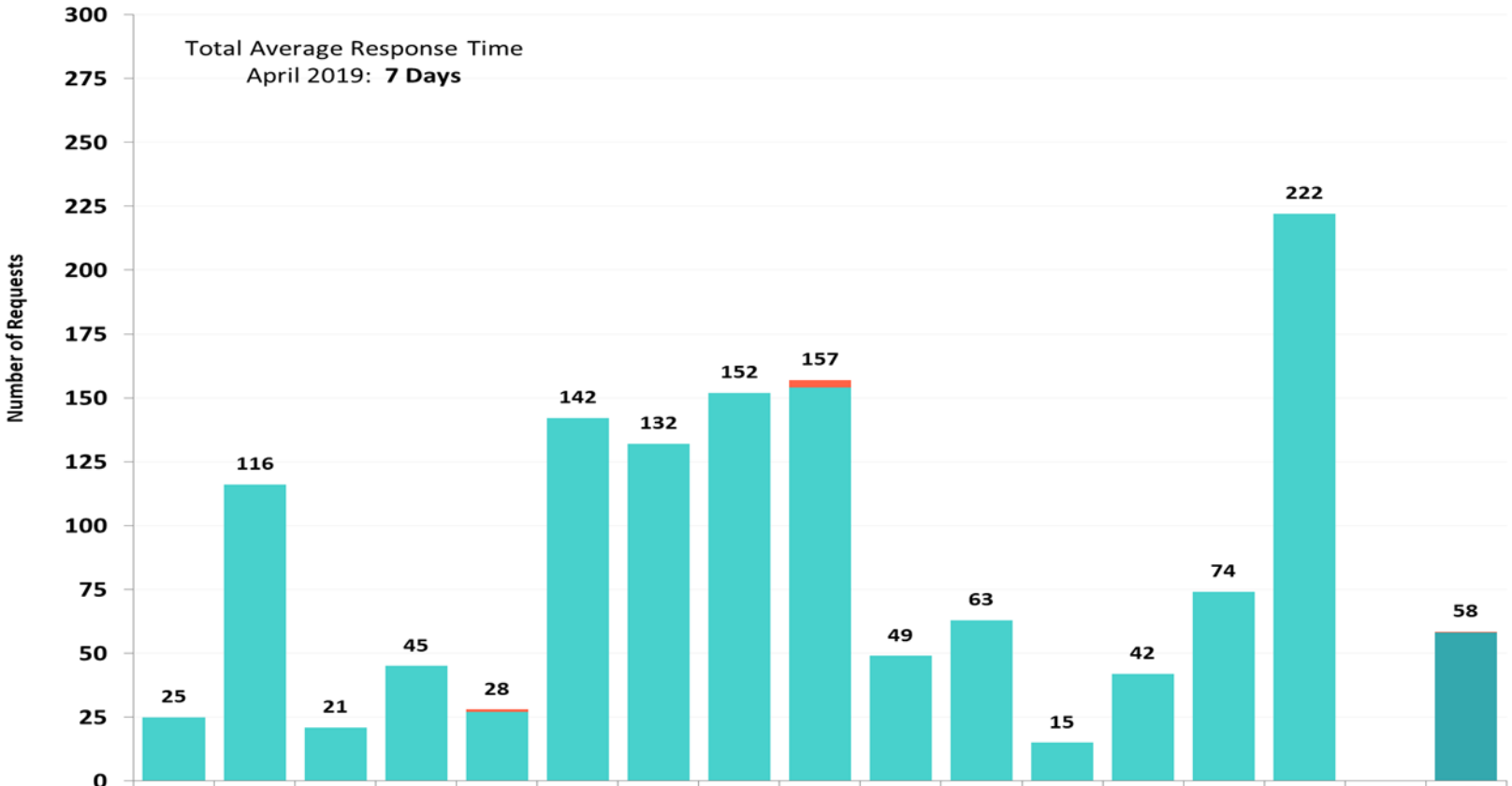
	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	11,645	18,615	15,400	14,241	13,135	18,227	16,628	20,551	13,528	18,974	13,410	16,871	16,413	13,501	16,031	237,170	2,758
Pending/Open	1	4	0	0	0	6	3	0	0	1	0	0	1	0	0	16	
Closed	11,644	18,611	15,400	14,241	13,135	18,221	16,625	20,551	13,528	18,973	13,410	16,871	16,412	13,501	16,031	237,154	2,758

Weekly Snapshot 05/17/19: May CSLA Open/Pending Illegal Dumping Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	8	19	3	7	1	10	3	7	12	2	7	8	4	6	3	100

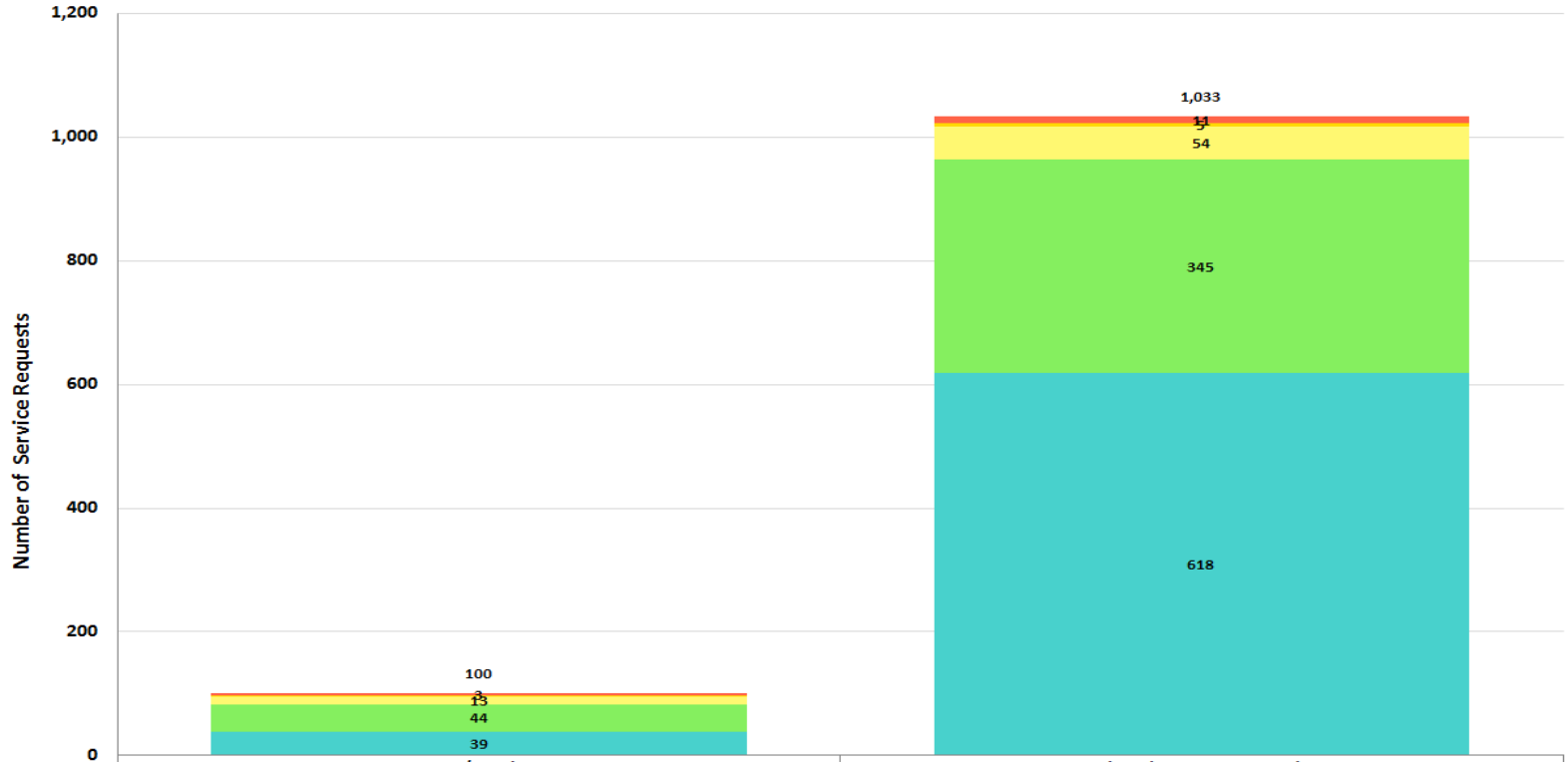
MYLA311: Clean Streets LA Illegal Dumping Service Requests by Council District April 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	4	0
Closed	25	116	21	45	27	142	132	152	154	49	63	15	42	74	222	1,279	58
Total	25	116	21	45	28	142	132	152	157	49	63	15	42	74	222	1,283	58

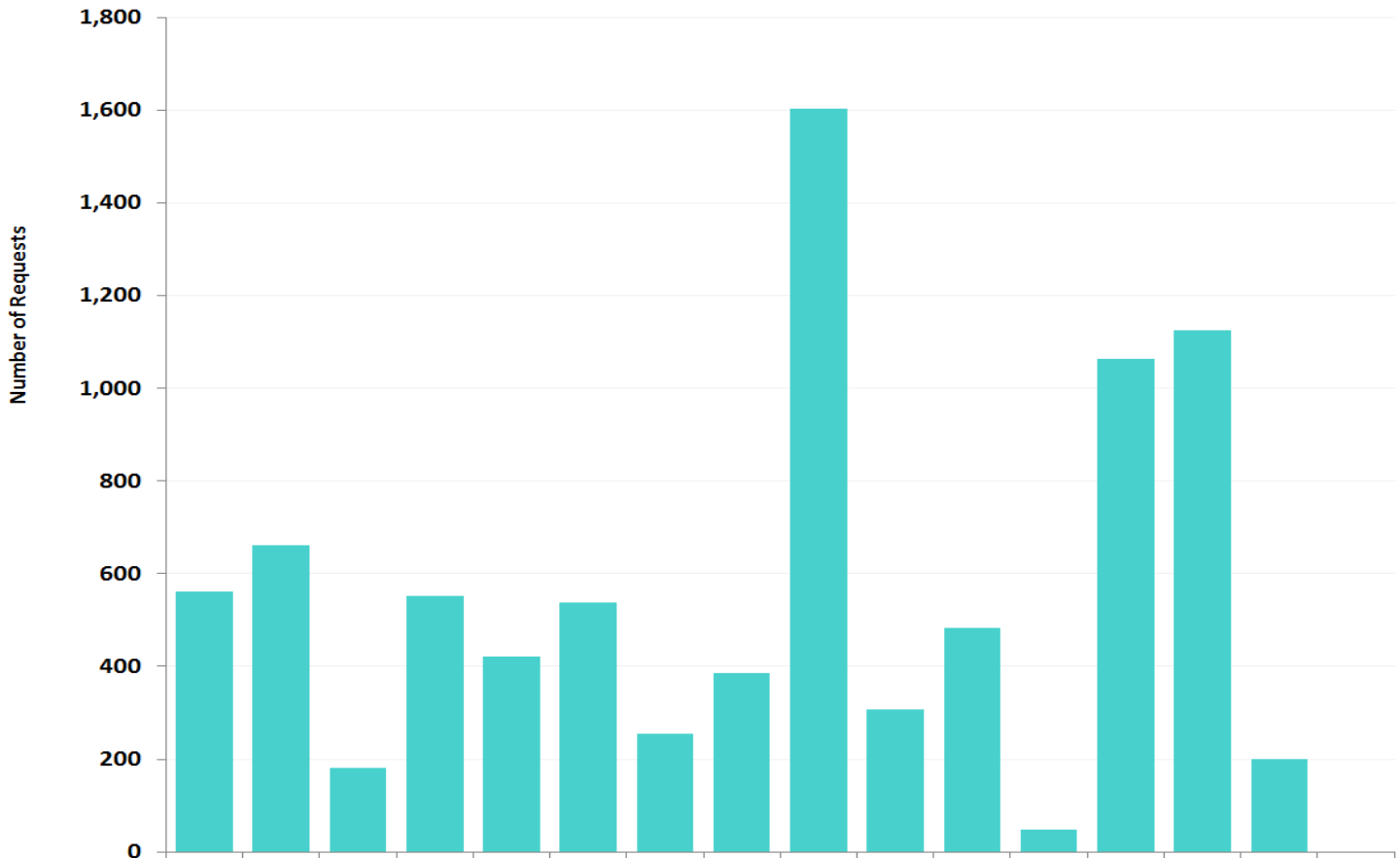
environment LA SANITATION CITY OF LOS ANGELES

Weekly Snapshot 05/17/19: May CSLA Illegal Dumping Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
22+ Days	3	11
17-21 Days	1	5
11-16 Days	13	54
6-10 Days	44	345
1-5 Days	39	618
Total	100	1,033

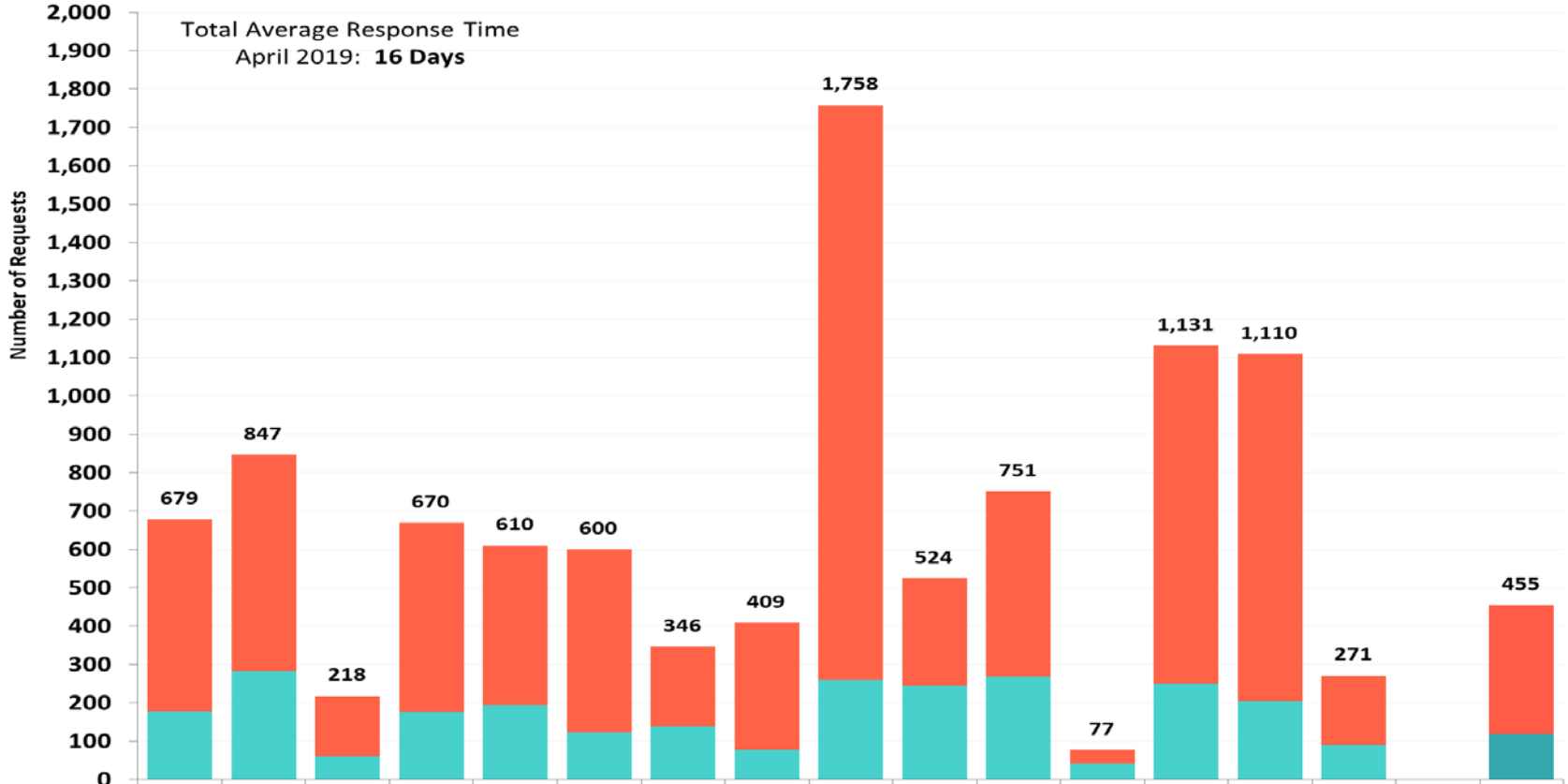
Weekly Snapshot 05/17/19: May CSLA Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD10	CD11	CD12	CD13	CD14	CD15	Total
Homeless Encampments	561	661	181	553	421	537	254	386	1,602	307	483	47	1,063	1,125	199	8,380

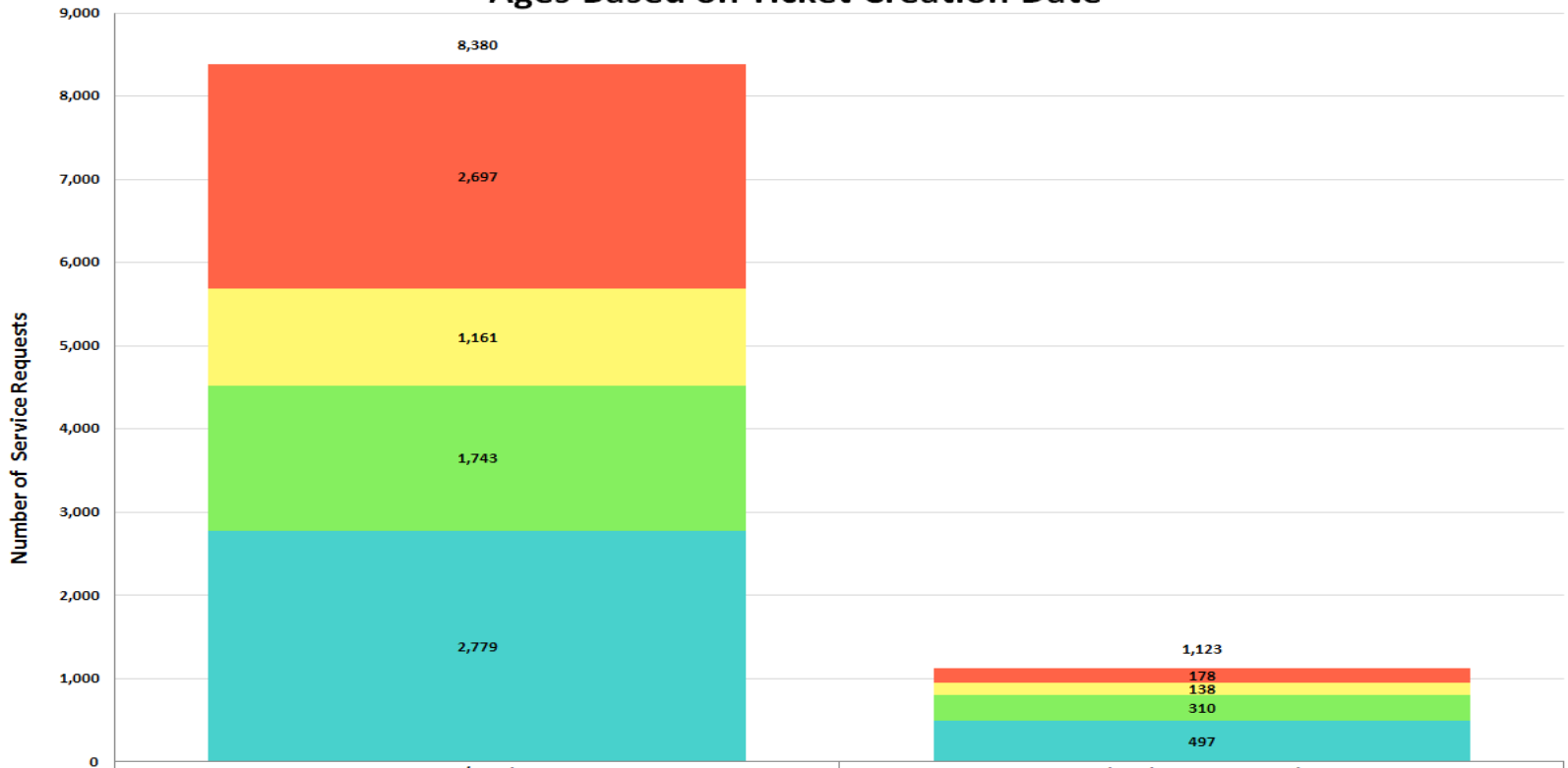
environment LA SANITATION CITY OF LOS ANGELES

MYLA311: Clean Streets LA Homeless Encampment Service Request by Council District April 2019



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Total Pending	501	564	157	493	416	476	207	332	1499	278	482	36	882	905	182	7,410	337
Closed in April	178	283	61	177	194	124	139	77	259	246	269	41	249	205	89	2,591	118
Total	679	847	218	670	610	600	346	409	1,758	524	751	77	1,131	1,110	271	10,001	455

Weekly Snapshot 05/17/19: May CSLA Homeless Encampment Service Request Ages Based on Ticket Creation Date

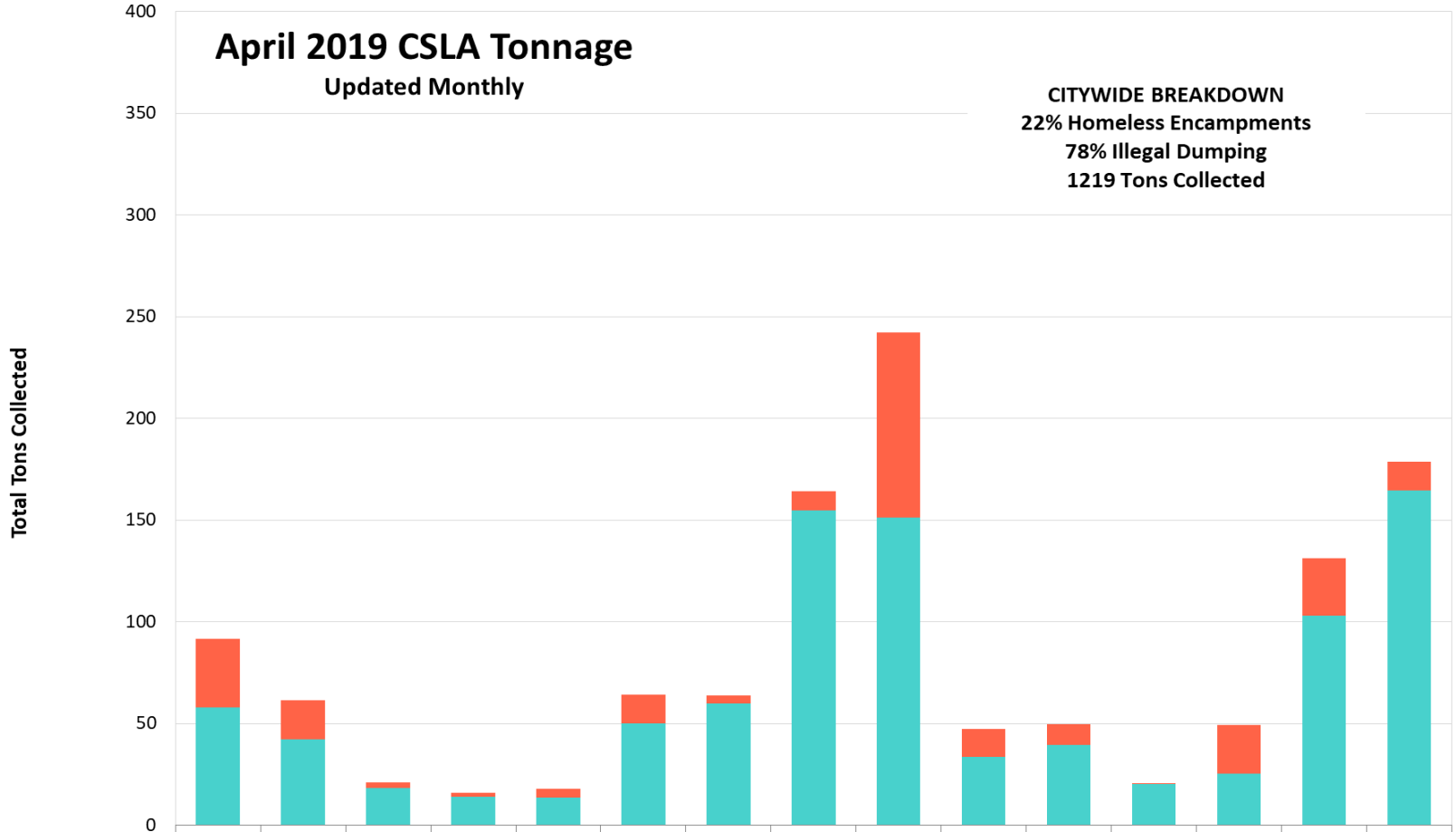


	Open/Pending	Closed in current month
91+ Days	2,697	178
61-90 Days	1,161	138
31-60 Days	1,743	310
1-30 Days	2,779	497
Total	8,380	1,123

April 2019 CSLA Tonnage

Updated Monthly

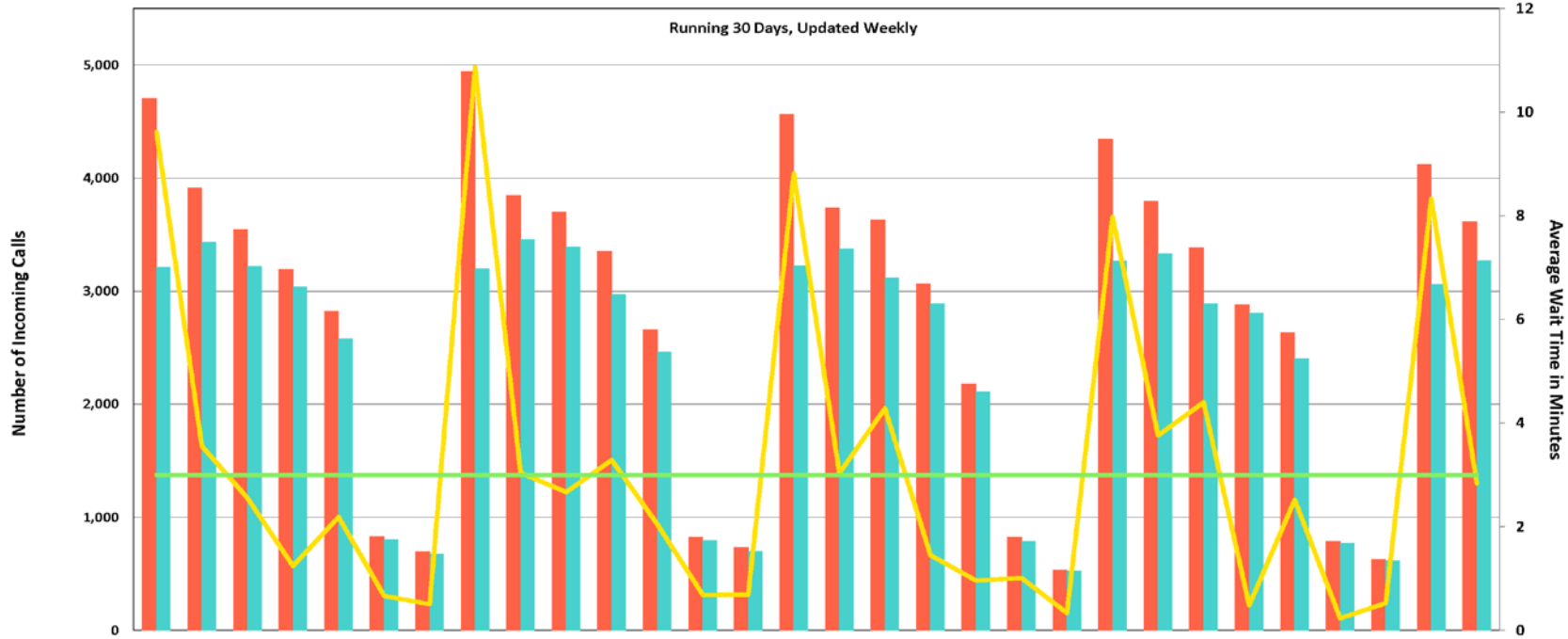
CITYWIDE BREAKDOWN
22% Homeless Encampments
78% Illegal Dumping
1219 Tons Collected



	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	33.42	19.22	2.48	1.84	4.39	14.26	4.15	9.59	90.93	13.60	9.99	0.50	23.85	28.12	14.08
Illegal Dumping	58.09	42.28	18.49	14.18	13.49	49.94	59.80	154.63	151.24	33.62	39.54	20.18	25.56	103.11	164.72
Grand Total	91.51	61.50	20.97	16.02	17.88	64.20	63.95	164.22	242.17	47.22	49.53	20.68	49.41	131.23	178.80

environment LA SANITATION CITY OF LOS ANGELES

Customer Care Center Call Volume and Wait Times: April 22, 2019 to May 21, 2019



	22-Mon	23-Tue	24-Wed	25-Thu	26-Fri	27-Sat	28-Sun	29-Mon	30-Tue	1-Wed	2-Thu	3-Fri	4-Sat	5-Sun	6-Mon	7-Tue	8-Wed	9-Thu	10-Fri	11-Sat	12-Sun	13-Mon	14-Tue	15-Wed	16-Thu	17-Fri	18-Sat	19-Sun	20-Mon	21-Tue
Incoming Calls	4,706	3,912	3,546	3,194	2,822	831	696	4,944	3,846	3,704	3,355	2,663	827	734	4,565	3,741	3,632	3,067	2,183	824	537	4,346	3,799	3,386	2,881	2,634	788	631	4,120	3,615
Calls Answered	3,212	3,435	3,223	3,039	2,577	805	675	3,202	3,457	3,390	2,973	2,463	795	702	3,224	3,374	3,118	2,891	2,109	790	525	3,267	3,333	2,888	2,806	2,405	770	619	3,061	3,270
% Answered	68%	88%	91%	95%	91%	97%	97%	65%	90%	92%	89%	92%	96%	96%	71%	90%	86%	94%	97%	96%	98%	75%	88%	85%	97%	91%	98%	98%	74%	90%
Avg Wait Time	9.62	3.56	2.56	1.24	2.19	0.67	0.51	10.87	3.04	2.67	3.29	2.05	0.69	0.70	8.82	3.04	4.28	1.45	0.96	1.01	0.34	7.97	3.76	4.40	0.49	2.52	0.23	0.53	8.33	2.84
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

Incoming Calls — Calls Answered — Avg Wait Time — Target Wait Time